



**Joint Legislative Oversight Committee on
Health and Human Services
September 27, 2016
Department of Health and Human Services
Child and Family Services Review
Program Improvement Plan**



CFSR – Program Improvement Plan (PIP)

- **Development of the plan has been a cooperative process between DHHS / DSS / Child Welfare staff and staff from the ACF/CB assigned to work with North Carolina.**
- **Weekly conference calls since the receipt of the final report.**
- **The plan was submitted to ACF/CB on September 26th**
- **Plan currently being reviewed by ACF/CB leadership for final signature by Commissioner Rafael Lopez.**
- **DHHS Secretary Rick Brajer designated authority for North Carolina approval**
- **Upon both parties approving, two years to complete the actions**



Program Improvement Plan cont.

- **Goals** – Broad areas that address the findings in the report, as guided by input from federal staff
- **Strategies** – Components that will have a positive impact on the goal area
- **Activities** – Specific actions with timelines



Program Improvement Plan cont.

Goal 1:

Improve the outcomes of safety, permanency and well-being through the establishment of clear performance expectations for practice in CPS Assessments, In-Home services and Foster Care services



Program Improvement Plan cont.

Goal 1: Establish clear performance expectations

Strategy 1: Review, assess, and revise the current policies and practices including, but not limited to:

- Timely initiation of assessments
- Ongoing risk assessment
- Engagement of children/youth, parents, foster parents
- Case decision making
- Child and Family Teams



Program Improvement Plan cont.

Goal 1: Establish clear performance expectations

Strategy 2: Enhance the training system to support the consistent application of policies and practices

- Identify key competencies and compare to current training curricula**
- Revise and enhance the curricula and delivery of training events**
- Strengthen the transfer of learning model and monitor the implementation of the model**
- Develop “in-service” training tools for supervisors**



Program Improvement Plan cont.

Goal 1: Establish clear performance expectations

Strategy 3: Develop and implement a supervisory academy

- Identify the competencies for supervisors to support the consistent application of policies and practices**
- Randomly select supervisors to participate in a pilot of the supervisor academy**
- Solicit feedback from pilot participants for evaluation of the effectiveness of the academy**
- Revise the academy and conduct additional cohort participant groups**



Program Improvement Plan cont.

Goal 1: Establish clear performance expectations

Strategy 4: Strengthen and implement a technical assistance model to support consistent application of policies and practices

- Assess the current model for providing assistance**
- Revise the model of technical assistance**
- Develop and pilot the revised technical assistance model with 10 counties**
- Incorporate lessons learned and adjust the model**
- Communicate the revised model for statewide implementation**



Program Improvement Plan cont.

Goal 1: Establish clear performance expectations

Strategy 5: Develop a statewide family leadership model to provide input into state plans

- Review available family leadership strategies and opportunities**
- Develop support mechanisms for family leadership engagement**
- Engage the family leadership model in the CCPT advisory board and opportunities to enhance policies for family engagement**



Program Improvement Plan cont.

Goal 2:

Improve the outcomes of safety, permanency and well-being utilizing a statewide quality assurance system which will identify strengths and needs of the delivery of services



Program Improvement Plan cont.

Goal 2: Statewide quality assurance system

Strategy 1: Operationalize the state level quality assurance system to identify practice areas needing improvement

- Develop a communication plan
- Produce and record a webinar to orient county staff to the quality assurance protocols and procedures
- Provide oversight to counties who have capacity to conduct the quality assurance protocols
- Randomly select cases from a statewide population



Program Improvement Plan cont.

Goal 2: Statewide quality assurance system

Strategy 2: Develop the protocol and processes by which quality assurance results will be analyzed and program improvement will be implemented

- Explore other county administered states' models
- Incorporate the technical assistance model from Goal 1, Strategy 4 into the state support of county practice
- Communicate the technical assistance and support activities



Program Improvement Plan cont.

Goal 3:

Improve the permanency outcomes for children through collaboration with the judicial system



Program Improvement Plan cont.

Goal 3: Collaboration with the judicial system

Strategy 1: Develop with AOC and other judicial system partners a plan to engage local court staff and county leadership

- Develop “permanency profiles” using data on program performance
- Publish permanency profile data at the state, judicial district and county level
- Facilitate local regular review of permanency profile data to identify areas for improvement



Program Improvement Plan cont.

Goal 3: Collaboration with the judicial system

Strategy 2: Provide targeted engagement to county departments of social services and court personnel in judicial districts and counties across the state to support children achieving permanency and stability in their living situations

- Develop plan with AOC and other judicial system partners to provide technical assistance to improve permanency outcomes
- Identify opportunities for collaboration and customized training for social service and court personnel



Program Improvement Plan cont.

Goal 3: Collaboration with the Judicial System

Strategy 3: Implement a Guardianship Assistance Program for all counties in North Carolina, pending approval through the rules process, to support permanency and stability in children's living situations

- Draft rules for Social Service Commission and Rules Review Commission to accept and approve**
- Develop and publish policy for the implementation of the Guardianship Assistance Program**



Program Improvement Plan cont.

Goal 4:

Strengthen cross-system service provision to improve safety, permanency and well-being outcomes for children and families



Program Improvement Plan cont.

Goal 4: Cross-system Service Provision

Strategy 1:

Establish expectations for serving children and families involved in the Child Welfare system and Behavioral Health services managed by the LME/MCO agencies

- Funding from The Duke Endowment and Project Management by NC Institute of Medicine**
- Facilitated negotiations to identify shared outcomes and build agreed upon practices for business processes**



Program Improvement Plan cont.

Goal 4: Cross-system Service Provision

Strategy 2:

Strengthen and reframe the statewide foster and adoptive parent diligent recruitment plan

- Engage the National Resource Center on Diligent Recruitment for technical assistance
- Identify data analysis to inform diligent recruitment plan
- Develop communication and training on diligent recruitment plan to inform Multi-Ethnic Placement Act (MEPA) plans



Program Improvement Plan cont.

Goal 4: Cross-system Service Provision

Strategy 3:

Strengthen stakeholder understanding and input into the Child and Family Services Plan (CFSP) and the Annual Progress and Services Report (APSR).

- **Develop recorded webinar presentation to orient stakeholders to the required components**
- **Consult with partners and stakeholders in various existing cross-system meetings**
- **Conduct formal “Listening Sessions” to review CFSP and receive feedback to inform action planning**



Program Improvement Plan cont.

Goal 5:

Enhance the statewide data quality, collection and dissemination of information regarding services provided



Program Improvement Plan cont.

Goal 5: Data System Improvement

Strategy 1:

- Resubmit data files regarding children served by Foster Care to identify duplicate case numbers (Adoption and Foster Care Analysis and Reporting System (AFCARS))

Strategy 2:

- Develop the NC FAST module for Child Welfare in accordance with business plan and needs



Measurement Plan cont.

Federal expectations center on the use of the case review instrument and protocol known as the On Site Review Instrument (OSRI)

OSRI to be used in 10 counties who have built the capacity to review 113 cases in accordance with the federal expectations

State staff will randomly sample 100 additional cases from the remaining 90 counties each year



Measurement Plan cont.

14 Workgroups have been established with membership composition from the NCACDSS (County DSS Association) leadership in Child Welfare

NC DSS will report at least semi-annually on the progress for each Goal, Strategy, and Activity.

ACF/CB will partner with NC DHHS / DSS to ensure we have the resources needed to successfully complete the PIP

Third year of measurement, referred to as the “non-overlapping” year



Questions